

Working Smart in a Multicultural Organization



Training Overview

Cultural Intelligence™ is the capability to function effectively across various cultural contexts. Developing CQ allows you to understand your own culture and how it impacts the way you work and communicate with others. However, it also ensures you know the differences and similarities between your cultural approach and the approach of those you work with. Based on that knowledge, you can then develop a strategy that will enable you to work successfully with all your global partners and teammates.

This training will provide your participants with a keen understanding and skill set in the following areas:

- understanding their own communication style and their cultural assumptions
- knowledge of why the best global communicators start with listening and observation rather than telling their ideas
- how to influence and reason during meetings and discussions with business partners from around the globe

Who is this course designed for?

This course is for those who communicate with regional or global business partners and want to know the most effective way to get their message across so as to achieve the desired results.

Course Duration and Sizing

This course is designed to be a two-day program. It works most effectively when the audience is of a diverse background.



Within Malaysia

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Within North America

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Course Objectives

- Clearly grasp the impact of differing cultures as we work with a multicultural team
- Identify your cultural approach to communication
- Know the components of CQ and use them to achieve global success when working with a multicultural team
- Build confidence in your ability to become a communicative leader within your organization
- Understand how to deliver your message to anyone with clarity and make it actionable
- Grasp how to motivate and influence those from other cultures
- Build trusting and cohesive working relationships within your multicultural team

Course Topics Covered

- Introduction of Culture and Cultural Intelligence
- Understanding how your culture impacts your daily working and communicating style
- Introduction of the 4 CQ components and their value
- Creating the **Drive** to work with a multicultural team and seeing the benefits in doing so
- Gaining **Knowledge** of our own culture and the cultures of those we work with
- Building the right **Strategy** to achieve global success as a multicultural team
- Putting your strategy into **Action** when working with your multicultural team
- Trust - The corner stone of global relationships
- Building strong global relationships through mutual understanding



Steve L. Muhs
M.Ed.
Lead Trainer

PSMB Certified Trainer
Advanced CQ Certified Facilitator
Certified Executive Coach

Steve is a member of the global community and as such has enjoyed the opportunity to work with and train people from over 50 different countries. Having spent the last 15 years living and working in Malaysia, he hasn't just taught cultural awareness, he's lived it. Steve is an excellent communicator and has enjoyed working with a variety of organizations throughout Asia, designing and facilitating courses that have cooperatively met their objectives with great success.

Testimonials

- ✓ "It was truly a fun-filled training to have self-awareness, what are the influences/factors, and acknowledge and adapt to that to achieve greater success."
- ✓ "Very good trainer who was very involved and interested in all of our thoughts and experiences."
- ✓ "Trainer was very knowledgeable in local culture, impressively so. Also able to engage with the audience and solicit responses, encouraging debate and participation - making the training more meaningful."
- ✓ "The training was an eye-opener and I was able to see things from a different perspective and also learn a few things about myself."
- ✓ "Superb! Thank you Steve, this was an excellent investment which will spring board our group to new levels of service and experience."



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